

The patient’s encounter status is connected to reimbursement of the visit. Care Manager Supervisors can place Adjustment Orders on patients with commercial insurance to modify encounter status. Charge Nurses and Nurse Supervisors will review the status throughout their shifts and communicate with the Provider to enter a Patient Status Order as needed.

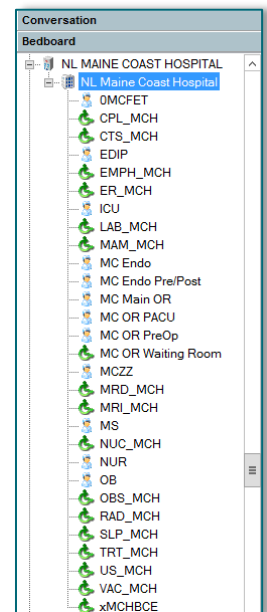
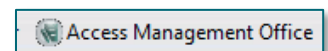
### Access Management Office Responsibilities

- **Case Manager Supervisors:** Review prior to end of shift to ensure patients are in the correct encounter type. Adjustment orders will be made to correct the status when appropriately approved by the provider.
- **Charge Nurses and Nurse Supervisors:** Perform a review near midnight and alert the provider if a Patient Status Order (PSO) needs to be placed, as indicated by a blank Accommodation column. Room and bed charges drop at midnight; therefore, it is important the review is done prior to midnight if corrections need to be made. If the patient’s acuity has changed, requiring a change in their level of care, the Provider will place a Change Level of Care order.
  - For example, the Accommodation displays ICU and the patient was transferred to Med/Surg.

**NOTE:** If nightly census reconciliation is not performed, patients may have inaccurate PSOs and incorrect accommodation codes. This leads to decreased productivity for nursing staff and incorrect charging to the patient, which requires manual correction the following day, resulting in potential revenue loss and patient safety issues.

### Concurrent Reconciliation Workflow

- STEP 1:** Select the Access Office Management button in the PowerChart toolbar.
- STEP 2:** Expand the Bedboard section and NL Maine Coast Hospital folders, then select the NL Maine Coast Hospital subfolder.
- STEP 3:** Double-click each unit to review.
- Two units can be viewed at a time.
  - It is recommended to arrange the columns in the below order:
    - Patient Type
    - Accommodation
    - Patient Name
    - FIN
    - Medical Service
    - Attending Physician
    - FIN Class

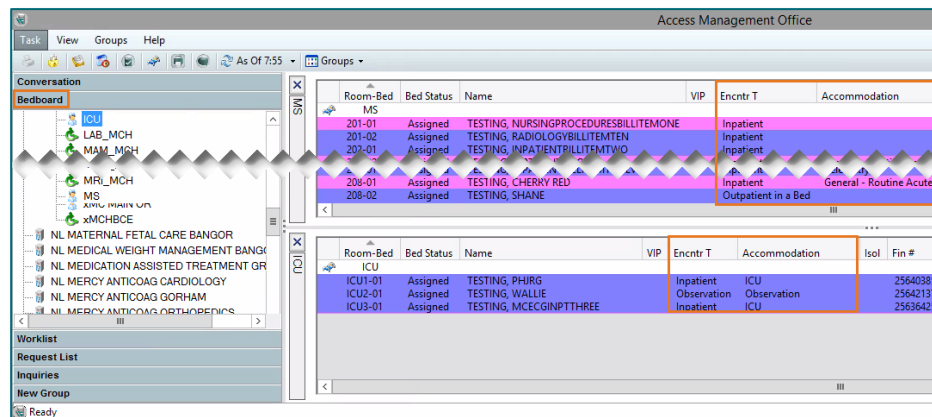


**STEP 4:** Ensure all patient rows meet the following requirements:

- No elements in the row are blank.
  - If the encounter type is missing, instruct the provider to place the PSO.
- The encounter type is Inpatient, Observation, or Outpatient in a Bed.
  - If the encounter type is incorrect and there is an existing PSO in a planned status, instruct the provider to initiate the PSO PowerPlan.
  - If the encounter type is incorrect, instruct the provider to place the appropriate PSO.

**NOTE:** A status of **Outpatient in a Bed** is only used for obstetrics patients or, in rare situations, emergency patients who have had a PSO placed in error and the **Outpatient in a Bed** order is placed to prevent charges from dropping on the patient.

- The accommodation or level of care is correct for the patient.
  - If the accommodation or level of care is incorrect, instruct the provider to place the appropriate PSO.
  - If the accommodation is incorrect or blank and the patient has an active PSO, instruct the provider to place the Change Level of Care order.



**NOTE:** Providers are expected to place PSOs appropriately and accurately. In emergent situations, nursing may take a verbal order to place the PSO, such as when a provider is in emergency surgery and will not be able to place the PSO before charges drop at midnight.

**NOTE:** If the window has been open for an extended period, click the **As Of** button to refresh the screen.

